

**Amendments to the Specification:**

Please replace paragraph [0001] with the following amended paragraph:

[0001] Computer-Telephony Integration (CTI) may refer to systems that enable a computer to operate as a telephone call center, accepting incoming calls and routing them to the appropriate device or person. CTI systems may handle all sorts of incoming and outgoing communications, including telephone calls, facsimile, and Internet messages. CTI systems may also synchronize telephony operations with application systems. For example, when a telephone call arrives at a workstation for a customer service representative, a file related to the customer may be displayed on the computer. Conventional CTI ~~CT~~ systems, however, may not be suitable for use with Web-based application systems. Consequently, there may be need for improvements in such techniques in a device or network.